



DOCUMENT IDENTIFIER / NETAPP UNIVERSITY

# CertMetrics® Candidate User Guide



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## 1 WELCOME

### WELCOME TO CERTMETRICS

The purpose of CertMetrics is to enable the NetApp Certified community to manage their certification achievements. CertMetrics allows candidates to view their certification status and exam history, create transcripts for certification validation, and ensure that their personal data is current.

The Candidate User's Guide explains the procedures users need to follow to sign in to the system, view and update candidate information, view certification and exam history, create certification transcripts, and gain access to the NetApp Certification logos.

If you need additional help logging in, would like to create a support case, need to track your open cases, or if you have any additional questions, contact NetApp University Online Support at <http://www.netapp.com/us/services/university/university-support.html>.

Note: This guide assumes familiarity with the following conventions:

- **Special boldface** type designates all of the titles and options appearing on screen
- To move through fields, use the mouse or the Tab key on the keyboard

### CERTMETRICS MENU OPTIONS

A series of icons are displayed in the upper left-hand corner of the Welcome page. These same icons are available to you (in the same location) after you sign in. Listed below are the names of each icon along with their descriptions.

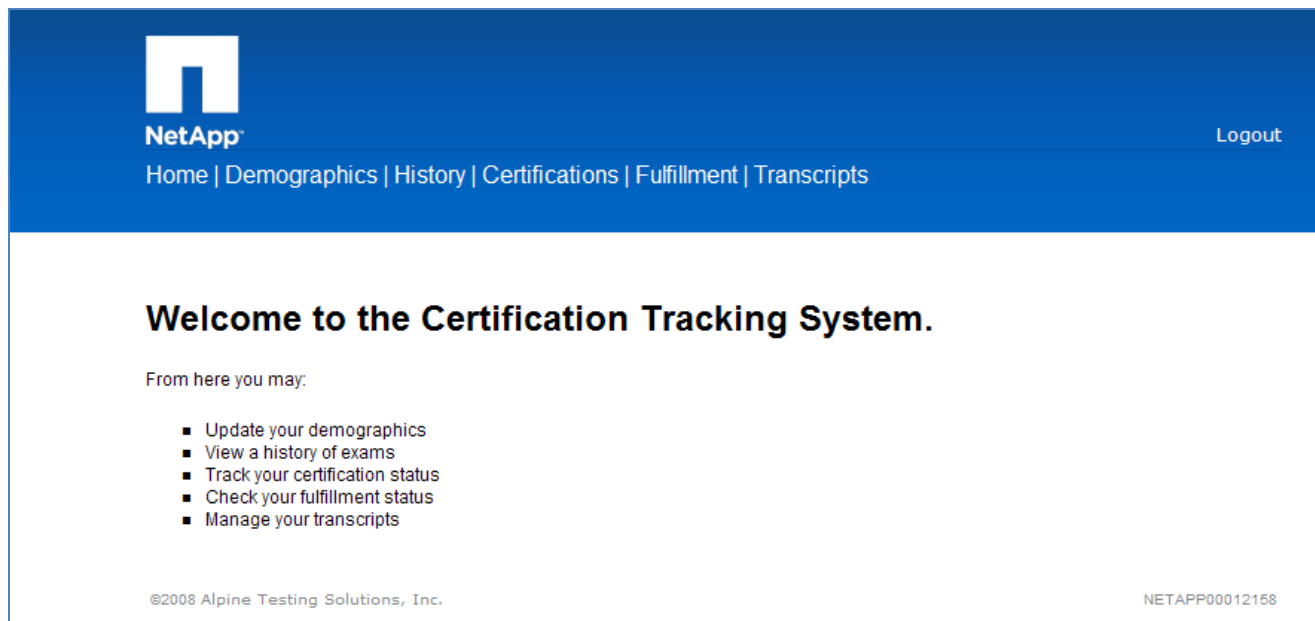
Menu Option	Description
Home	Returns you to the home page of the menu.
Demographics	Displays identification, password, address, and preference information.
History	Displays completed exam history, scores, grades, and dates
Certifications	Displays certification tracks started and certifications that are active, suspended, and/or expired.
Certification Catalog	Displays current certification offerings and expired certification tracks.
Fulfillment	Allows you to view the status of certificates being processed.
Transcripts	Allows you to create transcripts to validate your NetApp certification status with stakeholders.
Logout	Exit CertMetrics.

**DISCLAIMER:** CERTMETRIC CANDIDATE USER'S GUIDE INFORMATION HEREIN IS PROPRIETARY AND COMPANY CONFIDENTIAL.

## 2 ACCESSING CERTMETRICS

### SECURE SIGN-IN

The CertMetrics homepage is <https://certmetrics.com/netapp/login.aspx>. In the NETAPP ID box, type your assigned username and password into the respective Username and Password fields. (An asterisk will appear for each character of your password. You may use the Backspace key on your keyboard to correct any errors.) You will then be brought to the Welcome page. This is your portal to CertMetrics.



**NetApp** Logout

Home | Demographics | History | Certifications | Fulfillment | Transcripts

## Welcome to the Certification Tracking System.

From here you may:

- Update your demographics
- View a history of exams
- Track your certification status
- Check your fulfillment status
- Manage your transcripts

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**NOTE:** You should always use the navigation provided within CertMetrics. Using your *browser's* navigation buttons may cause adverse effects on your experience.

## FIRST-TIME REGISTRATION

After navigating to the CertMetrics login page, select “**Never logged in before?**” below the **Login** button. For first-time registration, you will enter your last name and exam registration number from any one of your score reports provided by Prometric. The example below shows where you can find first-time registration information:

NetApp Storage Networking Exam Examination Score Report	
Candidate: John Doe	
Candidate ID: SRXXXXXX	Date: July 27, 2007
Registration Number: EXAMPLE123	Site Number: MA9
Exam: Network Appliance Storage Networking Exam	
Series: 153	
The report below shows your performance on the Network Appliance Storage Networking Exam exam. To pass this exam, you must achieve the minimum score. The required score is indicated below.	


If you are a NetApp employee, partner or reseller who has taken an accreditation exam and is using the score report from the Prometric Internet Based Training website, your score report will show as follows:

Company	NetApp, Inc.
Mailing Address	495 E. Crossman Ave.
Email Address	John.Doe@netapp.com
Prometric Testing ID	PR0XXXXX
Test Registration ID	NS0-12345678
Title	ASAP - Accredited Storage Architect Professional
Started	8/1/2030 5:00:00 AM (GMT+0:00)
Ended	8/1/2030 6:00:00 AM (GMT+0:00)
Passing Score	65%
Your Score	Pass - 100% (60 earned out of 60 possible)
Comments	Pass.

If your registration ID includes “**NS0-**”, you’ll want to replace with double zeros. Using the example above, it would be entered as “**0012345678**” during the CertMetrics first-time registration process.

## RESET YOUR USERNAME AND/OR PASSWORD

Two methods exist for resetting your password: entering your NETAPP ID, or entering your e-mail address. The e-mail method prompts you to enter the e-mail address listed in your demographics. If it matches the NETAPP ID or e-mail address you entered when you registered (or updated), your username and password will automatically be e-mailed to you. If either one does not match, the system will prompt you for the correct NETAPP ID or e-mail address. When the correct information is entered and the system finds a match, an email will be sent to the email address on file with a link that auto-logs you in (and it only works for an hour), which allows you to reset your password. If the email does not arrive within 2 hours, please confirm that your email account is currently working and that it has not erroneously flagged the email as spam.

  
Candidate Login

Please enter your NETAPP ID or email address to receive an email with information that will allow you to login. Please note, if you are not able to obtain an email from the email address on record, you will need to contact customer service.

NETAPP ID


Submit

Email address

Submit

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You will find your NETAPP ID and Prometric ID by selecting **Demographics > Identification** from the Menu.

  
Logout

Home | **Demographics** | History | Certifications | Fulfillment | Transcripts  
Learner Type | Identification

### IDs used externally

NetApp	NETAPP00019880
Prometric	lvelb0202
Prometric (Internal ID)	FD377B

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### 3 MOVING AROUND IN CERTMETRICS

#### VIEW AND UPDATE MY INFORMATION

From the list of menu options, select **Demographics**. In this section, you will find the following information:

Field	Description	Examples
<b>First Name</b>	Your first name.	John
<b>Middle</b>	Your middle name or middle initial.	W.
<b>Last Name</b>	Your surname.	Doe
<b>E-mail Address</b>	Company or personal e-mail.	John.Doe@example.com
<b>New Password</b>	The confidential password you need to access the system (case-sensitive and alpha-numeric).	John123
<b>Retype New Password</b>	Re-type the password. The <b>Password</b> and <b>Confirm Password</b> fields must match exactly for the account to be created.	John123
<b>Primary Address</b>	The address to which you want your certificate sent. Phone number and fax number.	<div>Line 1 <input type="text" value="2300 Example Way"/></div> <div>Line 2 <input type="text" value="2nd Floor"/></div> <div>Line 3 <input type="text" value="Apt 202"/></div> <div>City <input type="text" value="Sunnyvale"/></div> <div>State/Province <input type="text" value="CA"/></div> <div>Postal code <input type="text" value="94089"/></div> <div>Country <input type="text" value="United States"/></div> <div>Phone number <input type="text" value="408-822-6000"/></div> <div>Fax number <input type="text" value="408-819-0210"/></div>
<b>Secondary Address</b>	The secondary address is there to capture data that might be captured by a data provider (e.g. Prometric, etc.). The localized address (when used) is only there for fulfillment purposes as an aid for mail delivery in non-English countries.	Leave this area blank.

To update general and address information, simply enter the most recent information in the desired field and select the **Update/Confirm** button at the bottom of the **Demographics** page.

Be sure to also update job title and learner type information by selecting **Demographics>Learner Type**:

NetApp

Logout

Home | Demographics | History | Certifications | Fulfillment | Transcripts

Learner Type | Identification

Job Title

Other

Learner Type

NetApp Employee

Update/Confirm

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Select the Job Title and Learner type that best applies from the dropdown menus and select the **Update/Confirm** button at the bottom of the **Demographics** page.

**Note:** An e-mail will be sent out to you to verify your address before any certificate gets shipped. Please keep all information up-to-date to ensure receipt of certificate in a timely fashion.

## VIEW CERTIFICATION AND EXAM INFORMATION

1. Select **Certifications** from the menu to view a listing of certification tracks you have started and ones that are active, suspended or expired.
2. For a listing of all certification offerings that are currently available and/or are no longer offered, select **Certification Catalog** from the menu. Click on the certification title to view exam prerequisites.
3. To display the history of completed exams, exam scores, and dates exams were taken, select **History** from the menu.

## CREATE CERTIFICATION TRANSCRIPTS

1. From the list of menu options, select **Transcript**.
2. Select the **Create new transcript** option below the transcript heading.
3. Here, you'll have the option of setting an expiration date for the transcript, allowing exam history to be viewed, certifications achieved to be displayed, and writing notes to be shown in the Remarks section. To complete, select the **Update** option.

**Transcripts**

	Disabled	Expires after	Transcript ID	Display certs	Display exams	# Views	Last viewed	Remarks
<a href="#">*Update</a> <a href="#">Cancel</a> <a href="#">Delete</a>	<input type="checkbox"/>	2009-Jan-08	G512BEW2CJ1152NG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	n/a	

4. Select **Edit** next to the transcript if you wish to make changes to the transcript you created.

**Transcripts**

Create new transcript

	Disabled	Expires after	Transcript ID	Display certs	Display exams	# Views	Last viewed	Remarks
<a href="#">Edit</a>	No	2009-Jan-08	G512BEW2CJ1152NG	Yes	No	0	n/a	

**Emails**

Transcript ID:

Email Address:

5. Finally, enter the e-mail address of the desired recipient and press **Send**. The recipient will receive instructions on how to review your transcript.

## ACCESSING NETAPP CERTIFICATION LOGOS

1. From the list of menu options, select **Certifications**.
2. Next, select **Download Logos** from the sub-menu.
3. Download and read the NetApp Logo Usage Guidelines and select **Submit**. Note: Clicking **Submit** implies your agreement to the logo agreement. If you do not select **Submit**, you will not be permitted access to the logos.



**NetApp** Logout

Home | Demographics | History | **Certifications** | Fulfillment | Transcripts

[Download Logos](#) | [Certification Catalog](#)

**Step 2** **Step 1**

**Logo agreement**

In order to use NetApp logos, you must agree to follow the terms of the logo usage guidelines. Please [click here to download the guidelines](#). Once you have read, understand, and agree to the terms, please click the "I agree" button to continue.

**I agree**

**Step 3**

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## DOWN LOADING YOUR CERTIFICATION/ACCREDITATION CERTIFICATE

1. From the list of menu options, select **Certifications**.
2. Next, select **PDF Certificate** under the download section of Active Certifications.

**NetApp** Logout

Home | Demographics | History | **Certifications** | Fulfillment | Transcripts

[Download Logos](#) | [Certification Catalog](#)

**Step 1**

Monitor your certification progress. Click on the certification name to view which requirements you have completed and which requirements remain.

**Started certifications**

Name	Started	Active	Last extension	Inactive	Expires
There is no data to display.					

**Active certifications**

Name	Started	Active	Last extension	Inactive	Expires	Downloads
<b>NetApp University Accreditations</b>						
NetApp Accredited Storage Architect Professional (ASAP)	2008-Sep-26	2008-Sep-26	n/a	2010-Sep-26	2010-Sep-26	<a href="#">Logo PDF Certificate</a>

**Expired certifications**

Name	Started	Active	Last extension	Inactive	Expires
There is no data to display.					

**Step 2**

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## 4 FREQUENTLY ASKED QUESTIONS

**When will I receive my certificate?**

**How will I know when my certification expires?**

**Where can I find a listing of current certification offerings?**

**When will I receive my certificate?**

Certificates may take four to six weeks to process. Once your exam data is uploaded into your profile and are granted a certificate, an email will be sent for you to verify and update your information for mailing. If you do not update your information within a week of the notification, your certificate will be mailed to the most recent address saved in your profile. To view the status of a certificate being processed, select **Fulfillment** from the menu options. If you do not receive your certificate within the standard timeframe, go to <http://netappsupport.custhelp.com> to open a support case to have your certificate reshipped.

**How will I know when my certification expires?**

NetApp University certifications are valid for two years from the date of attainment. In order to recertify, candidates must complete the recertification requirements or progress to the next level of certification while their certification is still valid. Holders of expired certifications must repeat the entire certification exam process in order to regain their certifications.

Certification candidates are responsible for knowing the date that their certifications will expire. The expiration date of your certificate is located under the Certification Information section of the CertMetrics site.

If the recertification requirements are not completed on or before the certification's expiration date, the certification will expire. There is no grace period or time extension for completing the recertification requirements.

**Where can I find a listing of current certification offerings?**

To view a listing of current offerings, select Certification Catalog from the menu options. There, you will see a listing of active certification tracks, and certification tracks that are no longer a part of our program offerings. Select a track from the listing to view associated exam prerequisites.

Be sure to visit our website at <http://www.netapp.com/us/services/university/certification.html> for detailed information regarding NetApp University training and certification program offerings.